

## ***Introduction***

The Dialog Telephone is one of the range of telephones for use with the Ericsson MD110 digital PABX (Private Automatic Branch Exchange).

The MD110 Dialog 26XX series has a modular design and meets the demands for simple utilization of the wide variety of facilities provided by a modern digital switching system.

One key and lamp per facility gives an excellent overview of unanswered, or ongoing calls. This concept in combination with, for example, the loud-speaking function makes it possible to replace separate intercom systems with a MD110 Dialog telephone.

Flexible programming routines permit the functions of a MD110 dialog telephone to be adapted to the individual requirements of each user. Extension user facilities that previously required individual telephone systems e.g. Intercom, key and lamp and Manager/Secretary working, can now be incorporated in the same telephone.

All the facilities listed in this user guide are available on the MD110 system.

However, your MD110 Dialog telephone may not be programmed with some of the facilities shown in this guide.

The Dialog 2631 (2 line display) is **speaker only**.

The Dialog 2662/2663 (4 line display) is **hands free operation**.

Please contact the Telephone System Administrator on extension 2224 or e mail [teloff@st-andrews.ac.uk](mailto:teloff@st-andrews.ac.uk) for further advice.

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## ***WARNING***

***Digital telephones should not be connected to any other socket, other than that provided for its use.***

### ***How to answer a call - Normal***

*Your telephone rings*

- ◆ **Lift Handset**

*Call is answered if on Access Line 1*

*if not on Access Line 1*

- ◆ **Lift Handset**

- ◆ **Press key next to flashing light**

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### ***To end a call - Normal***

- ◆ **Replace Handset**

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### ***How to make a call - Normal***

- ◆ **Lift Handset**

- ◆ **Key 9 for external line and required number**

*or*

- ◆ **Key 0 for operator**

*or*

- ◆ **Key extension number**

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### ***Hands-free operation on Dialog 2661 and 2662***

*How to answer a call*

- ◆ **Press key next to flashing light**

*How to make a call*

- ◆ **Key number required**

*To change from handset to hands free*

- ◆ **Press speaker key**

- ◆ **Replace handset**

*To change from hands free to handset*

- ◆ **Lift handset**

***Monitor speaker on Dialog 2631***

The monitor speaker allows you to dial without lifting the handset.

- ◆ **Press speaker key**

- ◆ **Key number required**

- ◆ **Lift handset for speech connection**

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### ***Common Abbreviated Dialling***

- ◆ **Key abbreviated number**

*Wait for connection*

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### ***To transfer a call***

*Ask caller to hold*

- ◆ **Press Inquiry key**

*(Caller now on hold)*

- ◆ **Key extension number**

- ◆ **Announce transfer**

- ◆ **Press transfer key**

- ◆ **Replace handset**

*The call is now transferred*

Note: On some MD110 systems you can transfer before answer.

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### ***How to make an inquiry call***

*Ask caller to hold*

- ◆ **Press Inquiry key**

*(Caller now on hold)*

- ◆ **Key extension number**

### ***To return to original caller***

- ◆ **Press first line key**

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### ***Conference Calls***

Up to 8 parties may participate in a conference, only 1 of which can be an external line.

- ◆ **Key number of first party**

*Advise them to wait*

- ◆ **Press Inquiry key**

- ◆ **Key extension number of second party**

- ◆ **Press F3 to connect all parties**

*To add further parties*

- ◆ **Press Access 1 key**

- ◆ **Key number required**

- ◆ **Press F3**

*Repeat until all parties required are connected*

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### ***Call pick-up***

Pre-programmed members of a group can pick up a call on a ringing extension without knowing the number.

#### **◆ Key group pick-up number (\*8#)**

If you are not in a group you can still answer calls ringing on another extension.

#### **◆ Key number of ringing telephone**

#### **◆ Key 8**

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### ***Holding a call***

*To place a call on hold*

#### **◆ Re-press the key the call is on**

*To return to a call on hold*

#### **◆ Press key again**

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### ***Automatic call back on internal calls***

If a called extension is busy or not answering you can request the system to automatically call you back as soon as the extension is free or has been used. You can activate several call backs at the same time.

*You will hear engaged tone or no reply*

#### **◆ Press F1 or 6**

*You will hear verification tone and the call back key will be lit.*

#### **◆ Replace handset**

A faster than normal ring identifies a call back. When you lift your handset you will start the called party's extension ringing. Await a connection. the call back will be cancelled after 16 rings or if you have not been called back within 2 hours.

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### ***To cancel one call back***

#### **◆ Lift handset**

#### **◆ Key # 37 \*extension number #**

### ***To cancel all call backs***

#### **◆ Key # 37 #**

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### ***Intrusion***

Depending on the authorisation of your extension there is another option for getting through to a busy extension. You can use *Intrusion*, which means that you are connected to the ongoing call after a short burst of tone.

#### **◆ Press F4**

*The display will show INT (Intrusion)*

If the called extension is not allowed *Intrusion* you will continue to receive the busy tone.

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### ***Follow me***

If you do not have a pre-determined diversion position or you wish to divert your calls elsewhere, you can use the 'follow me' facility.

*To set up*

#### **◆ Key \* 2 \* extension number that you want to divert to**

#### **◆ Key #**

*You will hear interrupted dial tone*

**Example:** If you wish to divert your call to extension 1234. To set up you would dial \* 2 \* 1234 #

*To cancel*

#### **◆ Key # 2 #**

*You will hear normal dial tone*

*To redirect from answering position*

#### **◆ Key \* 2 \* own extension number \* new answering extension number**

#### **◆ Key #**

*To cancel from answering position*

#### **◆ Key # 2 \* own extension number**

#### **◆ Key #**

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### ***Direct diversion***

Your digital telephone can be programmed to divert to a pre-determined answering position, this can be initiated either from the numeric keypad or by using a diversion key.

*To set up*

◆ **Key \* 2 # or diversion key**

*You will interrupted dial tone*

*To cancel*

◆ **Key # 2 # or diversion key**

*You will hear normal dial tone*

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**Diversion by-pass**

An extension with the right category is able to by-pass the diversion information for the called party. The call will be indicated to the called party regardless of any diversion activated the following procedure is used:

◆ **Key \* 60 \* extension number #**

The answering position (eg. operator or secretary) can always call or transfer calls to the diverted extension.

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**Diversion**

NOTE: The following diversions are automatically initiated when a system divert is set.

*On no reply – To Cancel*

◆ **Lift handset**

*You will hear the dialling tone*

◆ **Key # 211 #**

*You will hear the dialling tone*

◆ **Replace handset**

*On no reply – To Reinitiate*

◆ **Lift handset**

*You will hear the dialling tone*

◆ **Key \* 211 #**

*You will hear the interrupted dialling tone*

◆ **Replace handset**

*On engaged – To Cancel*

◆ **Lift handset**

*You will hear the dialling tone*

◆ **Key # 212 #**

*You will hear the dialling tone*

◆ **Replace handset**

*On engaged – To Reinitiate*

◆ **Lift handset**

*You will hear the dialling tone*

◆ **Key \* 212 #**

*You will hear the interrupted dialling tone*

◆ **Replace handset**

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**Internal Group Hunting**

A group of extensions can be given a common extension number. In this way calls directed to the group can be signalled at any free extension within that group.

*To answer a group call*

**Answer the call in the normal manner**

*To leave a group temporarily*

◆ **Key \* 2 \* your own extension number #**

*You will hear the interrupted dial tone and the diversion light is lit.*

◆ **Press clear**

*To re-enter the group*

◆ **Key # 2 #**

*You will hear the normal dialling tone and the diversion light will be extinguished*

◆ **Press clear**

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**General Cancellation**

*To cancel automatic callback, all diversions and follow-me*

◆ **Key # 001 #**

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**Individual Abbreviated Dialling**

If your telephone has been programmed for this facility you can programme 10 personal numbers onto your numeric key pad using keys 0 – 9

*To program keys*

◆ **Key \* 51 \***

◆ **Key (0 – 9) being the key under which you wish to store**

◆ **Key \***

◆ **Key in the extension number or external number (including any access code)**

◆ **Key #**

*You will hear the verification tone*

*Example: i.e you want digit 1 to be the abbreviated number for your home number which is 862123. To programme this key you would key \* 51 \* 1 \* 9862123 #*

**NOTE: Digit 9 is the external line access code.**

*To change a number repeat the 'set up' procedure*

#### ***To use Individual Abbreviated Dialling***

- ◆ **Key \* \***
- ◆ **Key (0 – 9) being the key under which the number is stored**

*To cancel 1 number*

- ◆ **Key # 51 \***
- ◆ **Key (0 – 9) key you wish to cancel**
- ◆ **Key #**

*To cancel all numbers*

- ◆ **Key # 51 #**

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#### ***Last number redial***

If the last number you dialled was engaged or not answering, you can keep trying this number.

- ◆ **Key \* \* \***
- Wait for connection*

Note: This facility will only apply to the last number dialled externally.

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#### ***Specific last number redial***

If you have a dedicated key for this facility you can store an external number.

On hearing engaged tone/no reply

- ◆ **Press specific last number redial key**
- ◆ **Replace handset**

*To retry number*

- ◆ **Press specific last number redial key**
- Wait for number to be redialled*

Note; his number will remain stored until you store another number, irrelevant of other numbers dialled.

#### ***Free Line on 2***

If your telephone has been programmed, it is possible for a second call to appear on Access line 2 indicated by a flashing light and muted ring tone. To activate this facility.

- ◆ **Press free line on 2 key**

An example: You are presently involved on a call, and another call appears on the second Access line

#### ***To accept second call***

- ◆ **Press 2<sup>nd</sup> Access line key**

The first call is placed on hold, this now means you have control of two calls and it is possible to switch.

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#### ***Additional Directory Number***

You can be assigned an one or more additional directory numbers. These are programmed on free function buttons on your telephone.

*To answer a call*

Incoming calls are answered by a flashing light and ringing tone

- ◆ **Lift handset**
- ◆ **Press key next to flashing light**

*To answer a call hands free*

- ◆ **Press key next to flashing light**

*To end a call*

- ◆ **Replace handset**
- or*
- ◆ **Press clear**

*To make a call*

- ◆ **Press line key**
- ◆ **Key number required**

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#### ***Ringing options***

You can program this facility on all incoming lines including intercom and pick up keys.

There are seven different choices

**0 = No ringing indication**  
**1 = Normal ring**  
**2 = Six to eight seconds delay before ringing**  
**3 = One muted ring only**  
**4 = Six to eight second delay before one muted ring**  
**5 = Auto answer – under control of Auto-answer key**  
**6 = Permanent auto-answer**  
*(Will ring as normal unless Auto-answer key is switched on)*

*To change your ring option*

- ◆ Press prog key
- ◆ Press any line key
- ◆ Select option required and press relevant key  
i.e. (0-6 on keypad)
- ◆ Re press line key
- ◆ Re press prog key

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### ***Automatic answer***

If your telephone has been programmed for this facility you can answer your calls in the 'hands free' mode.

This facility can be initiated either by having a dedicated key and setting the ringing option to "5", or by just setting the ringing option to "6"

You will be warned of an incoming call by a burst of ringing tone and then the call will be automatically connected.

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### ***Intercom***

Your telephone may be programmed for this facility if you need direct connection to another telephone

*To make an intercom call*

- ◆ Lift handset if hands free not required
- ◆ Press intercom key

*To answer an intercom call*

- ◆ Lift handset if hands free not required
- ◆ Press intercom key that is flashing

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### ***Monitor/Pick Up (MND)***

If your telephone has been programmed for this facility it is possible for you to monitor

whether someone is using their telephone or if they have an incoming call.

This key will light up when the person you are monitoring is on the telephone and it will flash when their telephone is ringing. You can, if necessary, answer this call by pressing the monitor/pick up key. If you then need to transfer this call refer to common hold if it for the original called party or follow the normal transfer procedure.

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### ***Key and Lamp Working***

If your telephone has been programmed for this facility you will receive calls on dedicated keys, either through the switchboard or on Direct Dialling Exchange Lines (DELS).

*To answer a call*

- ◆ Press dedicated line key

If you need to transfer this call to another person within your working environment, refer to common hold.

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### ***Common Hold***

This facility is used if telephones have been programmed for Manager/Secretary (MNS) or Key and Lamp working

Manager/Secretary

If you have answered a call on the Monitor/Pick up key and wish to transfer to the manager

*Ask the caller to hold*

- ◆ Press Common Hold key  
*Advise manager to pick up call on his line or that particular line. (You can use the intercom facility)*

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### ***Integrated Paging (optional)***

You can initiate a page if the telephone you are calling is engaged or there is no reply and the extension has been activated for paging.

*To page*

*You will hear the ringing or engaged tone*

◆ **Do not replace the handset**

◆ **Key 7**

*To page direct to receiver without message*

◆ **Lift handset**

◆ **Key \* 81 \* receiver number #**

*To page direct to receiver with message*

◆ **Lift handset**

◆ **Key \* 81 \* receiver number \* message #**  
(message can be up to 10 digits)

*To be connected to called party*

◆ **Hold on and wait for reply otherwise**

◆ **Replace handset (after 3 bursts of ringing tone)**

*To answer a paging call*

From any normal extension telephone

Internal

The calling party's extension number appears on your (paging) display

*The calling party is waiting for an answer*

◆ **Lift handset**

◆ **Key \* 82 \* own extension number #**

*or if only one paging call at a time is permitted*

◆ **Lift handset**

◆ **Key \* 82 \* #**

If connection cannot be made immediately or calling party is not holding on for an answer

◆ **Lift handset**

◆ **Key calling party's extension number**

*Message Call*

A message can be displayed (on pager) after the calling party's extension number

◆ **Respond according to message**

*External Call*

Zeroes appear on your (pager) display. Proceed immediately to the nearest telephone extension (The answer period is predetermined in the system and is typically 1.5 minutes)

◆ **Key \* 82 #**

*You will immediately be connected to the external call*

*To divert calls from your telephone to the pager*

◆ **Lift handset**

◆ **Key \* 218 #**

*You will hear the interrupted dialling tone*

*To cancel diversion*

◆ **Lift handset**

◆ **Key # 2 #**

*You will hear the normal dialling tone*

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**Authority Codes**

An extension can be assigned an authorisation code (4 digits) in order to block/unblock telephone usage as follows:

To prevent unauthorised calls from extensions on which an authority code is activated.

To permit use of the daytime class of service when the MD110 exchange is on night service.

To permit your own class of service for calls from other extensions.

Note: The code is set by the Telephone System Administrator